

Monitor

MODEL/ATOM II

A publication of the Missouri Department of Higher Education

January 23, 2004

Security

Staying protected with MODEL

All transactions in MODEL Direct will be performed using Secure Socket Layer (SSL), which prevents unauthorized users from obtaining borrower and student information such as SSNs and account numbers.

Before accessing the system using MODEL Direct, each external user must first be issued a username and password. Usernames are associated with the school, lender, or servicer OE code, creating groups for each organization. Each time an external user attempts to access a borrower or student record, the OE code associated with the user's group is validated against the school, lender, holder, and servicer codes on the record.

If there is a match, the user is allowed to view and, if the appropriate permissions are granted, update the borrower or student information.

Individual borrowers and students using MODEL Direct create a new user account on their first visit by supplying information that allows them to be identified on future visits. As a safeguard against unauthorized use, individual users provide the answer to a question that others are unlikely to know, such as their mother's maiden name. Once a user is validated by the system, they can view account level information and provide demographic updates.

What exactly is a profile?

Data regarding the school, lender, or servicer client that guides the participation in and output from various loan processes.

— MDHE/ASA Glossary,
MODEL/ATOM II Monitor,
January 14, 2004

The client system profile is based upon the information that we receive from you - our schools, lenders, and servicers. It includes information about who you are (e.g., Are you an ATOM II school or lender? Do you use ELM or other means of file transmission?) and how you want to do business (e.g., Who are your contacts? What different reports and feeds do you need?). This information is entered into the MODEL database, which serves both MODEL Direct and ATOM II. Loan information is processed according to what is in the client's profile. For instance, if you are an ATOM II school that chose an ATOM II lender then you will receive your funds via EFT or check.

What's coming up?

January - February

Customer Acceptance Testing (CAT)

late February - early March

Training for schools and lenders

April 1-12

Conversion

April 12

Go Live!

What does MODEL look like and how does it work?

Members of the MDHE staff are scheduled to give demonstrations of the MODEL system at the following meetings:

SLAP - January 29, 2:00 p.m.
St. Louis University

KCRAP - January 29, 3:00 p.m.
University of Missouri -
Kansas City

OAKFAP - February 12, 1:30 p.m.
The Library Center

Mark your calendars to attend now!

Staff will be available during and after the demonstration to answer all of your questions.

Have you checked out the MODEL web site today?

Designed to serve as a reference tool for our school and lender partners, the MODEL and ATOM II web site has a wealth of information regarding conversion including background information, frequently asked questions, contact information, training information, and more.

How do I update my profile?

Updating your profile is easy. All you have to do is contact Keith Broadus, senior associate of technology, or Jenny Huthman, ASA guarantor client manager, and request your change. Most changes can be made immediately; however, any time a school signs up for an electronic process, ASA requires testing before production is updated. Minor changes such as demographic information can be changed up

until March 26, 2004. Major changes, such as changes from guarantor to lender flow, need to be made by March 7, 2004, to allow time for testing. After the system is live in April, major and minor changes to your profile can be made at any time by contacting MDHE or ASA staff. More information about this process and who to contact with questions post-conversion will be provided in the coming weeks.

Training

Training sessions on how to use MODEL Direct and ATOM II will be held in Kansas City, St. Louis, Jefferson City, and Springfield in late February/early March. Dates, times, and exact locations are currently being finalized and will be posted in the MODEL/ATOM II Monitor as soon as possible.

For questions....

regarding conversion to MODEL, contact:

Scott Giles
Director of Missouri Student Loan Group
(573) 522-1318
scott.giles@dhe.mo.gov

Susanne Medley
Director of Communications and Customer Assistance
(573) 522-1377
susanne.medley@dhe.mo.gov

Jenny Huthman
Guarantor Client Manager
American Student Assistance (ASA)
(660) 248-9937
jhuthman@amsa.com

regarding ATOM II, contact:

Keith Broadus
Senior Associate of Technology
(573) 526-0876
keith.broadus@dhe.mo.gov

regarding system requirements, contact:

Gina Hodge
Director of Information Technology
(573) 526-1583
gina.hodge@dhe.mo.gov

Sign-Up!

MODEL Direct Sign-Up Begins

Schools planning to use MODEL Direct need to sign-up for MODEL Direct user IDs and passwords. ATOM II lenders must also sign-up for MODEL Direct for the promissory note verification process.

For your convenience, a sign-up form is available on the MODEL web site at www.dhe.mo.gov/model/index.htm. On the form, please indicate for each user if they require Full Access or Read Only security rights. Once you have completed the form, return it to Keith Broadus via fax at (573) 751-6635 or postal mail to 3515 Amazonas Drive, Jefferson City, MO 65109, Attn: Keith Broadus. Once the form is received, user IDs and passwords will be e-mailed to you.

Did you know...

MODEL offers a variety of reports that you can subscribe to, including EFT rosters, check rosters, and processing summary reports. In addition, you also have the ability to customize reports?

Coming up next week...

How does MODEL work with ELM?